# NEW APPLICATION





7999 OCT -9 A 11:51

October 7, 2009 Via Overnight Delivery

AZ CORP COMPROMED I

Docket Control Center Arizona Corporation Commission 1200 West Washington Street Phoenix, AZ 85007 OOOO102410

DOCKELED COMMISSION COMMISSION

OCT -9 2009

Re:

ACN Communication Services, Inc.

Revision for Arizona Tariff No. 2 (Local Exchange)

T-03835A-09-0484

#### Docket Control:

Enclosed please find the original and thirteen (13) copies of a revision to Arizona Tariff No. 2 (Local Exchange) filed on behalf of ACN Communication Services, Inc. This filing introduces ACN Advantage Home – Standard and Value Options VI, ACN Advantage Plus Standard and Value Options VI and ACN Advantage Unlimited VI and adds rates for new calling feature orders. Additionally, Residential ACN Subscriber to Subscriber Calling text is updated and ACN Advantage Unlimited II, ACN Advantage Home – Standard and Value Options and ACN Advantage Plus – Standard and Value Options are grandfathered. The Company respectfully requests an effective date of November 19, 2009.

### The following tariff pages are included:

Preface, 15 <sup>th</sup> Revised Page 2 Preface, 13 <sup>th</sup> Revised Page 3 Section 5, 2 <sup>nd</sup> Revised Page 2 Section 5, 2 <sup>nd</sup> Revised Page 3 Section 5, 2 <sup>nd</sup> Revised Page 4	Updates Check Sheet Updates Check Sheet Adds ACN Advantage Home – Standard and Value Options VI Adds ACN Advantage Home – Standard and Value Options VI Adds ACN Advantage Plus – Standard and Value Options VI
Section 5, 2 <sup>nd</sup> Revised Page 5 Section 5, 2 <sup>nd</sup> Revised Page 6	Adds ACN Advantage Plus – Standard and Value Options VI Adds ACN Advantage Unlimited VI
Section 5, 1st Revised Page 7.1 - 7.6	Moves Text
Section 5, 1 <sup>st</sup> Revised Page 9 Section 6, 2 <sup>nd</sup> Revised Page 3	Updates Residential ACN Subscriber to Subscriber Calling Adds Maximum New Feature Rates
Section 11, 3 <sup>rd</sup> Revised Page 3	Adds ACN Advantage Home, Plus and Unlimited VI Current Rates
Section 11, 2 <sup>nd</sup> Revised Page 5.1	Moves Text
Section 11, 3 <sup>rd</sup> Revised Page 5.2	Moves Text
Section 11, 5 <sup>th</sup> Revised Page 5.3	Moves Text
Section 11, 2 <sup>nd</sup> Revised Page 7	Adds Current New Feature Rates
Section 12, Original Page 6.1	Grandfathers ACN Advantage Unlimited II
Section 12, Original Page 6.2 – 6.3	Grandfathers ACN Advantage Home-Standard& Value Options
Section 12, Original Page 6.4 – 6.5 Section 13, Original Page 1.1	Grandfathers ACN Advantage Plus-Standard & Value Options Grandfathers ACN Advantage Unlimited, Home and Plus

October 7, 2009

Docket Control Center

Arizona Corporation Commission

Re:

ACN Communication Services, Inc.

Revision for Arizona Tariff No. 2 (Local Exchange)

Page 2

Please acknowledge receipt of this filing by date stamping the extra copy of this cover letter and returning it to me in the self-addressed, stamped envelope provided. Any questions you may have pertaining to this filing may be directed to me at (407) 740-3005 or via email at <a href="mailto:mbyrnes@tminc.com">mbyrnes@tminc.com</a>. Thank you for your assistance.

Sincerely,

Monique Byrnes, Consultant to

ACN Communication Services, Inc.

MB/sp

Enclosures

cc: R. Glassman - ACN

file: ACN – AZ Local

tms: AZf0907

#### **CHECK SHEET**

Pages of this tariff are effective as of the date shown at the bottom of the respective page(s). Original and revised pages as named below comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this page.

SECTION	PAGE	REVISION		SECTION	PAGE	REVISION
	Title	1 st		2	15	Original
Preface	1	1 <sup>st</sup>		2	16	Original
Preface	2	15 <sup>th</sup>	*	2	17	Original
Preface	3	13 <sup>th</sup>	*	2	18	Original
Preface	4	Original		2	19	Original
Preface	5	1 st		2	20	Original
Preface	6	Original		2	21	$3^{rd}$
1	1	Original		2	22	Original
1	2	Original		2	23	Original
1	3	Original		2	24	Original
1	4	Original		2	25	Original
1	5	Original		2	26	Original
2	1	Original		2	27	Original
2	2	Original		2	28	Original
2	3	Original		2	29	Original
2	4	Original		2	30	Original
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2	13	Original		2	39	Original
2	14	Original				

<sup>\* -</sup> indicates those pages included with this filing

Issued: October 8, 2009

Effective: November 19, 2009

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# CHECK SHEET, (CONT'D.)

SECTION	PAGE	REVISION		SECTION	PAGE	REVISION	
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4	1	Original		6	16	Original	
4	2	1 st		7	1	Original	
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4	4	Original		9	1	Original	
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5	1	1 st		11	2	2 <sup>nd</sup>	
5	2	$2^{nd}$	*	11	3	3 <sup>rd</sup>	*
5	3	2 <sup>nd</sup>	*	11	4	2 <sup>nd</sup>	
5	4	2 <sup>nd</sup>	*	11	5	4 <sup>th</sup>	
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5 .	7	I st		11	5.3	5 <sup>th</sup>	*
5	7.1	1 st	*	11	6	1 st	
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5	7.3	l <sup>st</sup>	*	11	8	Original	
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5	7.5	1 st	*	11	10	Original	
5	7.6	l <sup>st</sup>	*	11	11	2 <sup>nd</sup>	
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6	4	Original		12	6	Original	
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6	7	Original		12	6.3	Original	*
6	8	Original		12	6.4	Original	*
6	9	Original		12	6.5	Original	*
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6	11	Original		13	1	$3^{\rm rd}$	
6	12	Original		13	1.1	Original	*
6	13	Original		13	2	Original	
6	14	Original					

<sup>\* -</sup> indicates those pages included with this filing

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#### 5.1 Residential Bundled Services, (Cont'd.)

#### 5.1.1 ACN Advantage Home - Standard and Value Options VI

(N)

ACN Advantage Home - Standard and Value Options VI is a bundled local and toll service which provides residential Customers with unlimited local calling for a flat monthly recurring charge, specified calling features at no additional charge, and access to two (2) intrastate and interstate toll service plan options.

#### A Service Features

#### Voice lines include:

- 1. Local line and unlimited local calling
- Calling Features: Caller ID with Name, Call Waiting Caller ID, Anonymous
  Call Rejection. Additional features are available on a monthly subscription
  basis.

#### Voice Line Toll Program Options:

1. ACN Advantage Home - Standard

This toll program provides for intrastate toll calling based on usage per minute. See Company's Arizona Tariff No. 1 for call timing and rates.

2. ACN Advantage Home - Value

This toll program provides for intrastate toll calling based on usage per minute. See Company's Arizona Tariff No. 1 for call timing and rates.

#### Data/Fax lines include:

1. Unlimited local calling

(N)

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Effective: November 19, 2009

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### 5.1 Residential Bundled Services, (Cont'd.)

(N)

# 5.1.1 ACN Advantage Home - Standard and Value Options VI, (Cont'd.)

# B. Non-Recurring Charges

Service connection charges may apply; see Section 4.1 of this tariff. The Service Connection fee is waived for those Customers who retain their existing telephone number when switching their service to ACN.

### C. Maximum Monthly Recurring Charges and Usage Rates

Monthly Recurring Charge:

Local exchange access line:

\$75.00

Data/Fax line:

\$50.00

(N)

Issued: October 8, 2009

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#### 5.1 Residential Bundled Services, (Cont'd.)

# 5.1.2 ACN Advantage Plus - Standard and Value Options VI

(N)

ACN Advantage Plus - Standard and Value Options VI is a bundled local and toll service which provides residential Customers with unlimited local calling for a flat monthly recurring charge, specified calling features at no additional charge, and access to two intrastate and interstate toll service plan options.

#### A. Service Features

#### Voice lines include:

- 1. Local line and unlimited local calling
- 2. Custom Calling Features: Caller ID with Name, Three Way Calling, Call Waiting, Call Waiting Caller ID, Call Forwarding, Auto Redial, Automatic Call Back (\*69), Speed Calling 8, Priority Call, Anonymous Call Rejection, Distinctive Ring.

#### Voice Line Toll Program Options:

1. ACN Advantage Plus - Standard

This toll program provides for intrastate toll calling based on usage per minute. See Company's Arizona Tariff No. 1 for call timing and rates.

2. ACN Advantage Plus - Value

This toll program provides for intrastate toll calling based on usage per minute. See Company's Arizona Tariff No. 1 for call timing and rates.

#### Data/Fax lines include:

1. Unlimited local calling.

(N)

Issued: October 8, 2009

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#### 5.1 Residential Bundled Services, (Cont'd.)

### 5.1.2 ACN Advantage Plus - Standard and Value Options VI, (Cont'd.)

(N)

(N)

### B. Non-Recurring Charges

Service connection charges may apply; see Section 4.1 of this tariff. The Service Connection fee is waived for those Customers who retain their existing telephone number when switching their service to ACN.

### C. Maximum Monthly Recurring Charges and Usage Rates

Monthly Recurring Charge

Local exchange access line:

\$90.00

Data/Fax line:

\$50.00

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#### Residential Bundled Services, (Cont'd.) 5.1

#### ACN Advantage Unlimited VI 5.1.3

(N)

ACN Advantage Unlimited VI provides Customers with a local exchange voice line with unlimited local calling, selected calling features at no additional charge, and unlimited intrastate/interstate toll calling. An optional data/fax line is available as an additional line and includes unlimited local calling.

#### A. Service Features

#### ACN Advantage Unlimited VI includes the following features:

- Local exchange voice line and unlimited local calling 1.
- 2. Custom Calling Features: Caller ID with Name, Three Way Calling, Call Waiting, Call Waiting Caller ID, Call Forwarding, Auto Redial, Automatic Call Back (\*69), Speed Calling 8, Priority Call, Anonymous Call Rejection, Distinctive Ring.
- Unlimited direct dial outbound intraLATA, interLATA and interstate calling 3. to the United States<sup>1</sup> and Canada. Toll free calling and calls made via Company Calling Card are not included.
- Optional Data/Fax lines include local exchange line with unlimited local 4. calling.

#### В. Non-Recurring Charges

Service connection charges may apply; see Section 4.1 of this tariff. The Service Connection fee is waived for those Customers who retain their existing telephone number when switching their service to ACN.

#### Maximum Monthly Recurring Charges and Usage Rates C.

Monthly Recurring Charge Local exchange access line:

\$125.00

Data/Fax line:

\$50.00

United States includes Alaska, Hawaii, US Virgin Islands, Puerto Rico and Guam.

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Brian Krass, Treasurer/CFO 1000 Progress Place NE Concord, NC 28025

(N)

# 5.1 Residential Bundled Services, (Cont'd.)

[Reserved for Future Use] (M)

Material previously found on this page has been moved to Section 12 – Grandfathered Services, Original Page 6.1

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# 5.1 Residential Bundled Services, (Cont'd.)

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### 5.1 Residential Bundled Services, (Cont'd.)

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# 5.1 Residential Bundled Services, (Cont'd.)

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Arizona Tariff No. 2 Section 5 1st Revised Page 7.5 Cancels Original Page 7.5

# SECTION 5 - LOCAL EXCHANGE SERVICES, (CONT'D.)

# 5.1 Residential Bundled Services, (Cont'd.)

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# SECTION 5 - LOCAL EXCHANGE SERVICES, (CONT'D.)

# 5.1 Residential Bundled Services, (Cont'd.)

[Reserved for Future Use]

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#### SECTION 5 ~ LOCAL EXCHANGE SERVICES, (CONT'D.)

### 5.3 Residential ACN Subscriber to Subscriber Calling

Residential ACN Subscriber to Subscriber Calling allows Customers subscribed to selected ACN Residential Bundled Service to call other ACN Residential Bundled Service Customers without incurring per call usage charges or depleting the bundled minutes call allowance associated with a particular service. Customers are not required to identify Customers in their calling circle. Such identification will be handled by the Company's network. Subscriber to Subscriber Calling applies to both intrastate and interstate calling. There is no limit to the number of minutes included in this calling program.

Residential ACN Subscriber to Subscriber calling does not apply to data/fax lines presubscribed by the Customer to the Company. Toll free and Calling Card Calls are not included.

This service is available where noted in the description of the specific service.

Issued: October 8, 2009 Effective: November 19, 2009

Issued by:

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### **SECTION 6 – SUPPLEMENTARY SERVICES**

# 6.1 Optional Calling Features, (Cont'd.)

#### 6.1.2 Maximum Rates

### A. Features Offered on a Monthly Basis

The following optional calling features are offered to Customers on a monthly basis. Customers are allowed unlimited use of each feature. No usage sensitive charges apply. Multiline Customers must order the appropriate number of features based on the number of lines that will have access to the feature.

1. Features ordered prior to November 19, 2009.

Feature	Maximum Monthly Recurring Charge	
	Residence	<b>(D)</b>
Anonymous Call Rejection	\$10.00	1
Auto Call Back	\$10.00	ĺ
Auto Redial	\$10.00	ĺ
Call Forwarding - Busy Line	\$10.00	Ì
Call Waiting/ Call Waiting with Caller ID	\$10.00	j
Caller ID Number Only	\$20.00	Ì
Caller ID Name and Number	\$20.00	Ì
Custom Ringing	\$10.00	į
Priority Call	\$10.00	İ
Speed Calling 8	\$10.00	ĺ
Three Way Calling	\$10.00	(D)

2	Features ordered	d on or	after Nov	zember 1	9 2009
Z.	reatures order	וט ווט טג	antei ivov	ACHINGI I	7.4007.

Feature	Maximum Monthly Recurring Charge	İ
Auto Redial	\$10.00	
Auto Call Back *(*69)	\$10.00	
Call Forward	\$10.00	į
Call Waiting	\$15.00	
Distinctive Ring	\$12.00	)
Priority Call	\$12.00	İ
Speed Calling 8	\$5.00	j
Three Way Calling	\$10.00	(N)

Issued: October 8, 2009

Effective: November 19, 2009

Issued by:

Cancels 2<sup>nd</sup> Revised Page 3

#### SECTION 11 - CURRENT PRICE LIST, (CONT'D.)

#### 11.2 Local Exchange Services

#### 11.2.1 Residential Bundled Services

A. ACN Advantage Home - Standard and Value Options VI

(N)

1. Non-Recurring Charges

Service connection charges may apply, See Section 11.1.1 of this tariff

2. Monthly and Usage Rates

Local Service, per month

Local Exchange Access Line:

\$24.99

Data/Fax Line:

\$20.58

### B. ACN Advantage Plus - Standard and Value Options VI

1. Non-Recurring Charges

Service connection charges may apply, See Section 11.1.1 of this tariff

2. Monthly and Usage Rates

Local Service, per month

Local Exchange Access Line:

\$31.99

Data/Fax Line:

\$20.58

### C. ACN Advantage Unlimited VI

1. Non-Recurring Charges

Service connection charges may apply. See Section 11.1.1 of this tariff.

2. Monthly and Usage Rates

Monthly Recurring Charge

ACN Advantage Unlimited II Access Line:

\$41.99

Data/Fax Line:

\$20.58

(N)

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# **SECTION 11 - CURRENT PRICE LIST, (CONT'D.)**

- 11.2 Local Exchange Services, (Cont'd.)
  - 11.2.1 Residential Bundled Services, (cont'd.)

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Material previously found on this page has been moved to Section 13 – Grandfathered Services Current Price List, Original Page 1.1

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# **SECTION 11 - CURRENT PRICE LIST, (CONT'D.)**

### 11.2 Local Exchange Services, (Cont'd.)

# 11.2.1 Residential Bundled Services, (cont'd.)

[Reserved for Future Use]



Material previously found on this page has been moved to Section 13 – Grandfathered Services Current Price List, Original Page 1.1

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### SECTION 11 - CURRENT PRICE LIST, (CONT'D.)

- 11.2 Local Exchange Services, (Cont'd.)
  - 11.2.1 Residential Bundled Services, (cont'd.)

[Reserved for Future Use]

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Material previously found on this page has been moved to Section 13 – Grandfathered Services Current Price List, Original Page 1.1

Issued: October 8, 2009

Effective: November 19, 2009

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Cancels 1st Revised Page 7

# SECTION 11 - CURRENT PRICE LIST, (CONT'D.)

#### 11.3 **Supplementary Services**

# 11.3.1 Optional Calling Features

#### Features Offered on a Monthly Basis A.

Features ordered prior to November 19, 2009. 1. (T)

	Monthly Recurring	
Feature	Charge	
	Residence	<b>(D)</b>
Anonymous Call Rejection	\$2.00	-
Auto Call Back (*69)	\$1.95	ĺ
Auto Redial	\$1.50	ĺ
Call Forwarding - Busy Line	\$4.50	ĺ
Call Waiting/Call Waiting with Caller ID	\$2.00	
Caller ID Name and Number	\$4.50	ĺ
Distinctive Ringing	\$1.75	
Priority Call	\$1.50	
Speed Calling 8	\$1.00	1
Three Way Calling	\$1.75	(D)

Features ordered on or after November 19, 2009. 2.

Feature	Monthly Recurring Charge	   
Auto Redial	\$2.50	
Auto Call Back *(*69)	\$2.95	1
Call Forward	\$3.00	i
Call Waiting	\$5.50	
Distinctive Ring	\$4.00	
Priority Call	\$4.00	
Speed Calling 8	\$1.00	,
Three Way Calling	\$3.00	(N)

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#### 12.1 Residential Bundled Services, (Cont'd.)

#### 12.1.4 ACN Advantage Unlimited II\*\*

(M)

ACN Advantage Unlimited II provides Customers with a local exchange voice line with unlimited local calling, selected calling features at no additional charge, and unlimited intrastate/interstate toll calling. An optional data/fax line is available as an additional line and includes unlimited local calling.

#### A. Service Features

#### ACN Advantage Unlimited II includes the following features:

- 1. Local exchange voice line and unlimited local calling
- 2. Custom Calling Features: Caller ID with Name, Three Way Calling, Call Waiting, Call Waiting ID, Call Forwarding, Auto Redial, Priority Call, Automatic Call Back (\*69), Speed Calling 8, Anonymous Call Rejection. Additional features are available on a monthly subscription basis.
- 3. Unlimited direct dial outbound long distance calling (intrastate and interstate). Toll free calling and calls made via Company Calling Card are not included.
- 4. Optional Data/Fax lines include local exchange line with unlimited local calling.

#### B. Non-Recurring Charges

Service connection charges may apply; see Section 4.1 of this tariff. The Service Connection fee is waived for those Customers who retain their existing telephone number when switching their service to ACN.

#### C. Maximum Monthly Recurring Charges and Usage Rates

Monthly Recurring Charge

Local exchange access line:

\$125.00

Data/Fax line:

\$50.00

(M) (C)

\*\*Effective November 19, 2009, this service is grandfathered and available to existing Customers only.

Material now located on this page previously located in Section 5, Original Pages 7.1 - 7.2.

Issued: October 8, 2009

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#### 12.1 Residential Bundled Services, (Cont'd.)

#### 12.1.5 ACN Advantage Home - Standard and Value Options\*\*

(M)

ACN Advantage Home - Standard and Value Options is a bundled local and toll service which provides residential Customers with unlimited local calling for a flat monthly recurring charge, specified calling features at no additional charge, and access to two (2) intrastate and interstate toll service plans from which to choose.

#### A Service Features

### Voice lines include:

- 1. Local line and unlimited local calling
- 2. Calling Features: Caller ID with Name, Three Way Calling, Call Waiting, Call Waiting ID, Anonymous Call Rejection. Additional features are available on a monthly subscription basis.
- 3 ACN Subscriber to ACN Subscriber Calling at no charge.

#### Voice Line Toll Program Options:

ACN Advantage Home - Standard

This toll program provides for intrastate toll calling based on usage per minute. See Company's Arizona Tariff No. 1 for call timing and rates.

2. ACN Advantage Home - Value

This toll program provides for intrastate toll calling based on usage per minute. See Company's Arizona Tariff No. 1 for call timing and rates.

#### Data/Fax lines include:

1. Unlimited local calling

(M)

\*\*Effective November 19, 2009, this service is grandfathered and available to existing Customers only.

**(C)** 

Material now located on this page previously located in Section 5, Original Page 7.3.

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Issued by:

#### 12.1 Residential Bundled Services, (Cont'd.)

# 12.1.5 ACN Advantage Home - Standard and Value Options, (cont'd.)\*\*

(M)

### B. Non-Recurring Charges

Service connection charges may apply; see Section 4.1 of this tariff. The Service Connection fee is waived for those Customers who retain their existing telephone number when switching their service to ACN.

# C. Maximum Monthly Recurring Charges and Usage Rates

Monthly Recurring Charge:

Local exchange access line:

\$75.00

Data/Fax line:

\$50.00

 $(\dot{\mathbf{M}})$ 

(C)

Material now located on this page previously located in Section 5, Original Page 7.4.

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Issued by:

<sup>\*\*</sup>Effective November 19, 2009, this service is grandfathered and available to existing Customers only.

#### 12.1 Residential Bundled Services, (Cont'd.)

### 12.1.6 ACN Advantage Plus - Standard and Value Options\*\*

 $(\mathbf{M})$ 

ACN Advantage Plus - Standard and Value Options is a bundled local and toll service which provides residential Customers with unlimited local calling for a flat monthly recurring charge, specified calling features at no additional charge, and access to two intrastate and interstate toll service plans from which to choose.

#### A Service Features

#### Voice lines include:

- Local line and unlimited local calling
- 2. Custom Calling Features: Caller ID with Name, Three Way Calling, Call Waiting, Call Waiting ID, Call Forwarding, Auto Redial, Automatic Call Back (\*69), Speed Calling 8, Priority Call, Anonymous Call Rejection. Additional features are available on a monthly subscription basis.
- 3. ACN Subscriber to ACN Subscriber Calling at no charge.

### Voice Line Toll Program Options:

1. ACN Advantage Plus - Standard

This toll program provides for intrastate toll calling based on usage per minute. See Company's Arizona Tariff No. 1 for call timing and rates.

2. ACN Advantage Plus - Value

This toll program provides for intrastate toll calling based on usage per minute. See Company's Arizona Tariff No. 1 for call timing and rates.

# Data/Fax lines include:

1. Unlimited local calling.

(M)

\*\*Effective November 19, 2009, this service is grandfathered and available to existing Customers only.

**(C)** 

Material now located on this page previously located in Section 5, Original Page 7.5.

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Issued by:

### 12.1 Residential Bundled Services, (Cont'd.)

12.1.6 ACN Advantage Plus - Standard and Value Options, (cont'd.)\*\*

(M)

B. Non-Recurring Charges

Service connection charges may apply; see Section 4.1 of this tariff. The Service Connection fee is waived for those Customers who retain their existing telephone number when switching their service to ACN.

C. Maximum Monthly Recurring Charges and Usage Rates

Monthly Recurring Charge

Local exchange access line:

\$90.00

Data/Fax line:

\$50.00

(**M**)

(C)

Material now located on this page previously located in Section 5, Original Page 7.6.

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Issued by:

<sup>\*\*</sup>Effective November 19, 2009, this service is grandfathered and available to existing Customers only.

#### SECTION 13 - GRANDFATHERED SERVICES - CURRENT PRICE LIST

#### 13.1 Residential Bundled Services

#### 13.1.4 ACN Advantage Unlimited II\*\*

 $(\mathbf{M})$ 

1. Non-Recurring Charges

Service connection charges may apply. See Section 11.1.1 of this tariff.

2. Monthly and Usage Rates

Monthly Recurring Charge

ACN Advantage Unlimited II Access Line: \$39.99

Data/Fax Line:

\$20.58

#### 13.1.5 ACN Advantage Home - Standard and Value Options\*\*

1. Non-Recurring Charges

Service connection charges may apply, See Section 11.1.1 of this tariff

2. Monthly and Usage Rates

Local Service, per month

Local Exchange Access Line:

\$24.99

Data/Fax Line:

\$20.58

#### 13.1.6 ACN Advantage Plus - Standard and Value Options\*\*

1. Non-Recurring Charges

Service connection charges may apply, See Section 11.1.1 of this tariff

2. Monthly and Usage Rates

Local Service, per month

Local Exchange Access Line:

\$31.99

Data/Fax Line:

\$20.58

\*\*Effective November 19, 2009, this service is grandfathered and available to existing Customers only.

**(C)** 

(M)

Material now located on this page previously located in Section 11, 1st Revised Page 5.1, 2nd Revised Page 5.2 and 4th Revised Page 5.3

Issued: October 8, 2009

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Issued by: